



CBO DISPATCH

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New Source for **CO 177** Medi-Cal Denials



Gender & Date of Birth
on Claims

vs.

Sex & Date of Birth
in MEDS

On April 5, 2016, the State Department of Health Care Services (DHCS) updated the Short-Doyle/Medi-Cal (SDMC) claiming system to check the gender and date of birth of the client that is submitted on Medi-Cal claims against the sex and date of birth that is recorded in the Medi-Cal eligibility system. If either the gender or date of birth that is submitted on the claim does not match the sex or date of birth that is in the State’s eligibility system, then the claim will be denied and receive the claim adjustment group and reason code CO 177 – Beneficiary not eligible.

The gender and date of birth that is submitted to Medi-Cal on claims is populated based on what is in either the Integrated System (IS) or the Integrated Behavioral Health Information System (IBHIS) for the client. Both gender and date of birth on Medi-Cal claims created in the IS are populated using the Gender and Date of Birth fields on the Client Information Screen: Identification Tab. Gender and date of birth on Medi-Cal claims created through IBHIS are populated based on what is submitted to IBHIS about the client’s sex/gender and date of birth from each provider’s Electronic Health Record (EHR) and goes into your client’s financial eligibility. Address questions about what is used to populate this information in IBHIS to your EHR vendor. This information can be updated by any provider in both the IS and IBHIS. To avoid denials, make sure that the gender and the date of birth for the client that are in the IS or in IBHIS is consistent with the sex and the date of birth for the client in the State’s eligibility system.



What is in the State eligibility system for sex and date of birth is on the client's Benefit Identification Card (BIC). If the gender or date of birth on the BIC was used and the claim was denied because of gender or incorrect birth date, refer the client to his/her eligibility worker to get what's reported for Sex and/or Date of Birth corrected in the State eligibility system or to get an updated BIC.



What is in the State eligibility system for date of birth can be confirmed by running an eligibility check. Typically, incorrect birth dates should return no recorded eligibility; however, it has been noted that currently, the Medi-Cal website is returning conditional and/or positive eligibility responses even when the wrong date of birth is entered. This is important because if either the sex/gender or date of birth do not match, claims for that client will be denied.

*Please note that the only values for SEX in the Medi-Cal Eligibility Data System (MEDS) are **F** (Female), **M** (Male), and **U** (Unborn). For gender, U means Unknown for the Los Angeles County Department of Mental Health (DMH). DMH has confirmed with DHCS that provider claims reporting the client's gender as U (Unknown) should not deny even if the State's eligibility system has a value of U (Unborn) for the client.*

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If you have any questions or require further information, please contact CBO at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.